



CLIA YEARBOOK 2024

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HELLO THERE

2024 - What a year we've had!



WELCOME TO THE CLIA YEARBOOK 2024

As we start to reflect on 2024, we are delighted to once again celebrate a year of continued growth and development in the cruise industry. We should never take ongoing growth for granted, but instead we should be delighted that there are even more holidaymakers who have tried a cruise for the first time.

And the statistics are on our side too. Over 1 million Brits cruised in the first half of the year (a new record), and pointedly the percentage of people who will book another cruise has never been higher, as is the percentage of holidaymakers who have never cruised, and who are ready to try their first.

Much of that success is owed to our amazing value for money, the amazing crew on our ships, the ships themselves, and indeed to the great entertainment and dining experiences offered onboard. But it is the destinations and shoreside experiences that top the reasons as to why people choose to cruise.

The chance to visit multiple destinations, whilst unpacking only once, is a key reason why cruise is so popular. We should never stop emphasising this to non-cruisers.

We should also have a great understanding of cruise destinations and what they offer. Of course, it is not just the places people visit on a cruise, but it is also the experiences on offer whilst there. And cruise lines have been working extraordinarily hard to develop a choice of shoreside experiences that meet the needs of all holidaymakers. Think active, culinary, exhilarating, cultural, relaxing, wellness and everything in between.

At CLIA, we remain committed to supporting all of our travel agent partners, including building understanding and awareness of destinations and the shoreside experiences on offer. Whether you're a long-time cruise expert, a recent convert, or just starting out, we've designed the right events, resources, and learning tools to help you thrive and grow your business.

This year, we've hosted incredible events across all cruise sectors, while also transforming our website with more specialised resources than ever before. These tools have been handpicked to elevate your education, deepen your insights, and drive sales growth.

We are deeply grateful to everyone who has stood by CLIA and the cruise industry through the years. Today, the industry is stronger than ever, and we're excited to embark on the journey ahead with you. Thank you for your continued support. Here's to an even more successful year ahead!



ANDY HARMER OBE

Managing Director
CLIA UK & Ireland

FUTURE OPPORTUNITIES

By Jane Archer

As CLIA members prepare to launch more than 20 new ocean and river cruise ships in 2025 and cruise passenger numbers hit new records, there's never been a better time for agents to accelerate sales of holidays at sea.



Contemporary cruise lines

With five resort-style ships launching next year that between them offer water coasters, an overwater swing and musical dining shows, the opportunities to broaden the appeal of cruising to a wider variety of clients including young couples, families and friends continues to go off the scale.

Family cruising has been growing in the UK for years, but now it is going beyond the traditional mum, dad and the kids grouping to include multi-gen holidays where grandparents go too (and often pay!). Cruising is perfect as families can holiday together but are not tied to each other, and the variety of food and entertainment on modern ships ensures something for all ages.

Agents should also looking to boost sales of no-fly holidays, extolling both the ease of cruising from the UK and the amazing new ships that now sail from British shores each summer. Those signed up for CLIA's flagship cruise conference in May will get a chance to see some of these for themselves.

Adult-only cruises also present an opportunity to attract both new and seasoned cruisers. And let's not forget all the wonderful places clients can visit on ships, from island-hopping in the Caribbean to glacier-watching in Alaska. There are summer holidays in the Mediterranean, scenic voyages in the Norwegian fjords, exotic breaks in Asia and so much more.



River and coastal cruises

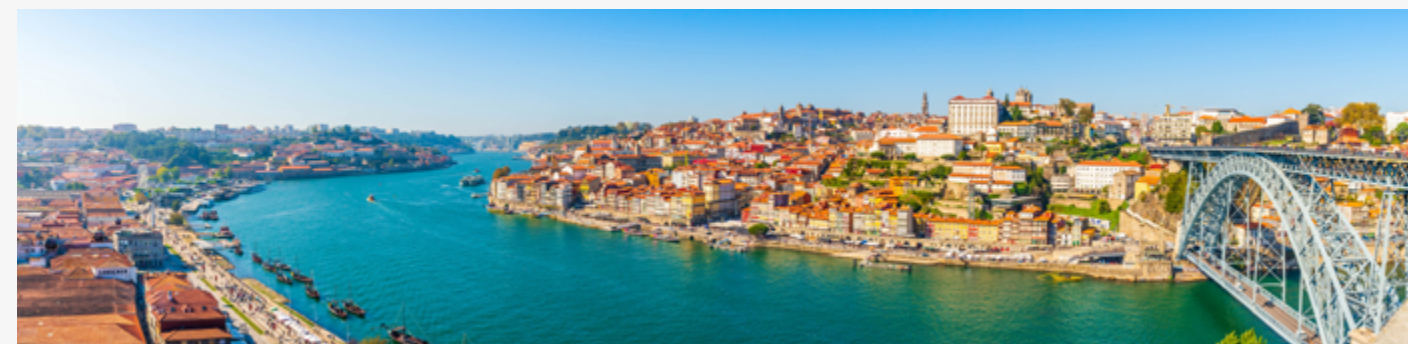
CLIA is more used to reporting records than breaking them, but the tables turned earlier this year when the 2025 RiverView conference in Budapest sold out in 12 hours. It's proof, if any were needed, how important river cruise sales have become to agents.

We shouldn't be surprised. River cruising has changed out of all recognition in the past decade and a half, shrugging off its image as a coach tour on water and reinventing itself as a holiday for all ages and interests.

New vessels have multiple dining options, large suites with balconies, cinemas and swimming pools. There are fitness classes, active excursions and inclusive prices so passengers are not always putting their hands in their pockets.

As 2025 dawns, the sales opportunities continue to grow, with more themed river cruises, special deals for solo travellers and a raft of fascinating river and coastal cruises on small ships in the US.

Agents can tap into growing demand for the Nile in Egypt and evergreen waterways such as the Rhine, Danube and Douro in Portugal, as well as new adventure cruises debuting on the Magdalena River in Columbia that will appeal to cruise and non-cruise clients alike.





Expedition cruising

The expedition sector has seen an enormous increase in capacity over the past few years so for 2025 cruise lines are taking a break from introducing new tonnage – there's just one expedition ship launching next year - and instead concentrating on consolidation and growth.

That's not to say agents should be slowing efforts to sell expedition cruises. Far from it. With less focus on new ships, cruise lines have had time to develop new itineraries, while CLIA is stepping up expedition training to help agents increase sales in this sector.

The opportunities are endless, with exciting new voyages to the Ross Sea on the eastern side of Antarctica and cruises deep into the continent's Weddell Sea. There are shorter sailings in the Arctic and new expedition cruises around the UK that lift the lid on the adventures Brits can have close to home.

Several lines are tapping into the opportunities offered by the new airport in Nuuk, the capital of Greenland, to offer cruises along that country's west coast; others are adding an expedition twist to sailings in the Mediterranean. Elsewhere, new solo cabins and low or no supplements are making expedition a more affordable option for those travelling alone.



Ultra-luxury and premium cruises

Understanding the difference between ultra-luxury and premium cruising is key to successful selling in this sector so expect that to be among the many topics covered by CLIA in new forums next year that focus on the top end of the market.

It's a segment in which every agent should be looking to increase sales as the financial rewards are high and, provided they get the match right, the potential for business from high-spending clients who cruise maybe three, four or more times a year.

More than that, there are terrific opportunities to upgrade cruisers looking to move on from contemporary lines to smaller ships and more inclusive fares, and also to switch-sell luxury customers who stay in the world's best hotels but have yet to set foot on a ship.

Get them on an ultra-luxury one and they'll enjoy spectacular suites with private balconies, exceptional personal service and inclusive prices, with the added bonus of waking up in to a new destination every day.

The recent flurry of launches in this sector has slowed, but a couple of beautiful new premium ships coming out in 2025 will appeal to clients who want a more upmarket experience without the ultra-luxury price tag.



Niche cruising

This sector covers a multitude of cruise lines, from small, yacht-style vessels to sailing ships and traditional lines that offer cruises from the UK that keep formal nights and assigned seating.

Between them, they offer massive sales opportunities for agents as small or sailing vessels are as likely to appeal to clients who have never set foot on a ship as to regular cruisers. There is also so much variety here that if one style doesn't suit, another surely will.

As agents attending CLIA's new Yacht, Sailing, Traditional & Small Ship Forum in 2025 will discover, there is lots happening in this sector next year, with new ships and itineraries, including luxury yacht sailings in Croatia and voyages through Greece's narrow Corinth Canal.

There are island-hopping cruises around the Caribbean that tick off exclusive ports where big ships can't go, and new cruises on sale now for 2026 that take passengers through the Panama Canal and to Alaska, as well as around the South Pacific, visiting Fiji, Tonga and the Cook Islands.





IT'S TIME TO UNLOCK PARADISE

We've got one mighty launch coming your customers' way in Summer 2025! Carnival's first-ever exclusive destination - Celebration Key, has it all and it is designed just for Carnival guests. Nestled on the south side of Grand Bahama Island, it's perfect for adults, families with children and all who appreciate natural beauty. Your customers won't believe just how much fun we've packed into one place - guests can experience relaxation and adventure spread across 65 acres and five "Portals" for them to explore. It is the ultimate paradise where your customers can choose exactly how they want to vacation.

JOIN THE CONVERSATION BY SCANNING THE QR CODE!



DISCOVER THE FIVE PORTALS



Welcome Portal - with live music, a Bahamian inspired fountain, ice cream shop and a stunning Suncastle waterslide.



Adult-friendly Portal - for lounging by the lagoon, checking out the DJs, playing sports or getting a taste for the local cuisine.



Family-friendly Portal - complete with beach, amazing dining selections and games pavilion with basketball, volleyball and pickleball.



Retail Portal - A deep dive into Bahamian culture with stores and straw markets, local artists exhibition and mural wall.



Adults-only Private Club Portal - A luxury experience with private beach, infinity pool and dining to savour.

CLIA EVENTS IN 2024

ADELE FITZPATRICK-FOSTER



On behalf of the CLIA team, I would like to extend my sincere gratitude for your contributions to the 2024 CLIA events. Thanks to your support and involvement, this year's events were a success, and we are truly appreciative of all who played a role in making it possible.

To our attendees – your participation and engagement were essential in creating a vibrant atmosphere throughout the events. Your presence helped foster a sense of community and made each session more valuable and enjoyable.

To our speakers – your willingness to share your expertise added depth to our programs. The insights and knowledge you provided were invaluable and helped generate meaningful discussions that will continue to resonate within our industry.

And to our sponsors – your support made it possible for us to deliver these events at such a high standard. Your partnership is deeply appreciated, and your contributions have not gone unnoticed.

Thank you all for being part of the CLIA events this year. We look forward to working with you again and continuing our journey together in the years to come.

ADELE'S 2024 EVENT

HIGHLIGHTS



Sailaway Party at CLIA Conference 2024



Dinner in St Michael's Cave in Gibraltar



Returning to Amsterdam for RiverView 2024

The CLIA Sailaway Party was a lively celebration filled with dancing, delicious food and laughter. Our cruise executives entertained everyone with their dance moves as we celebrated iconic cruise destinations with themed entertainment and cuisine, making it a truly memorable event!

Dinner in St. Michael's Cave in Gibraltar was an unforgettable experience, featuring exceptional local performers and a fantastic meal. Surrounded by the cave's stunning natural beauty, guests enjoyed a magical evening of entertainment in this unique, awe-inspiring setting.

Returning to Amsterdam for the CLIA RiverView Conference was a true homecoming. As the spiritual home of the conference, the city provided the ideal setting for re-connecting with industry colleagues, fostering insightful discussions, and enjoying the charm of this iconic destination.

CLIA #DISCOVER MORE CONFERENCE 2024 SOUTHAMPTON

The 16th annual CLIA Conference in Southampton was an unforgettable event, filled with opportunities to #DiscoverMore. Across the gathering, attendees immersed themselves in education, exploration, and networking, reigniting the spirit of discovery that drives the cruise industry.

This year, a major focus was on destinations, a key draw for both new and seasoned cruisers. We delved into the unique appeal of cruising - the ability to visit multiple locations in one voyage. Curated shoreside experiences enrich these journeys, and destination experts alongside cruise line leaders shared invaluable insights on how to enhance them. Attendees also enjoyed exclusive ship visits, highlighting the vessels that make these adventures possible.

Networking was the cornerstone of the conference, with the trade fair fostering new partnerships and strengthening existing connections. With more cruise lines and sponsors participating than ever before, we're incredibly thankful for their support. A special shoutout goes to the CLIA Executive Committee, ship hosts, sponsors, and our wonderful moderator, Lucy Huxley.



Cunard - Queen Anne



Silversea - Silver Dawn



MSC Cruises - MSC Virtuosa



P&O Cruises - Britannia & Iona



Fred. Olsen Cruise Lines - Borealis



Princess Cruises - Sky Princess



Special Guest: McFly's Harry Judd

CLIA CONFERENCE 2024 HIGHLIGHTS



A full house for the conference business sessions at the O2 Guildhall



Keynote speaker, Dondra Ritzenthaler of Azamara Cruises



The CLIA team at the networking trade fair, Horizon Cruise Terminal



Two consecutive days of exclusive agent ship visits



Dressed for success at the inaugural Sailaway Party



Inspirational sessions at the pre-conference New to Selling Cruise Day

EXPEDITIONS + INDULGENCES,
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At Atlas, we have set a new course for expedition cruise travel, curated for spirited explorers, led by expert guides, and enhanced by a genuine and caring crew who share a desire to connect with people, places, and our cherished natural world. From bold adventures in the Arctic and Antarctica to Cultural and Epicurean Expeditions year-round, travellers return to our luxury yachts to savor moments well-lived among new friends in a relaxed, après expedition atmosphere.

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CLIA RIVERview CONFERENCE 2024

Amsterdam

AMSTERDAM - 11 - 13 MARCH 2024

Mail METRO MEDIA TRAVELWEEKLY KLM AIRFRANCE

We were delighted to welcome everyone to our 12th annual RiverView Conference, especially those attending for the first time and beginning their journey towards becoming river cruise experts.

Returning to the 'home' of the RiverView Conference, Amsterdam, was special. This city has hosted the event more times than any other, and for good reason. Its rich culture and history make it a perfect starting point for a Rhine river cruise. Many UK holidaymakers explore Amsterdam and other fascinating destinations along the Rhine, one of the most popular rivers for cruises.

While the city was familiar, the 2024 conference introduced new elements. This year's event featured a record number of ships and delegates, all within a brand-new conference venue. We also introduced a "New to Selling River Cruise" segment and, for the first time, added Breakout Sessions. The river cruise sector continues to evolve, with new ships, onboard products, and exciting itineraries that make it an increasingly appealing option for all holidaymakers.

With immense gratitude to our cruise line partners and sponsors, we hope you left the conference inspired, with expanded knowledge and a deeper understanding of what river cruising can offer your customers.



VIVA Cruises / VIVA ONE



Emerald Cruises / Emerald Dawn



Riverside Luxury Cruises / Riverside Debussy



Riviera Travel / MS Geoffrey Chaucer



Uniworld Boutique River Cruises / S.S. Victoria



Amadeus River Cruises / Amadeus Cara



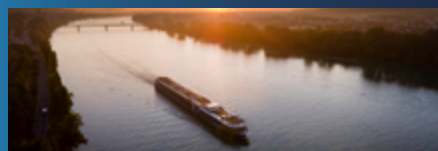
A-ROSA / A-ROSA SENA



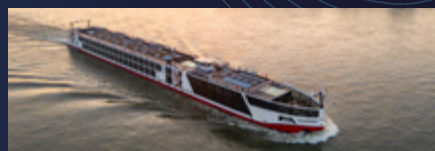
AmaWaterways / AmaSerena



Avalon Waterways / Avalon Imagery II



APT Luxury River Cruises / Travelmarvel Polarix



nickoCruises / nickoSPIRIT

FLAGSHIP EVENT



RIVERVIEW CONFERENCE 2024 HIGHLIGHTS



Ship Visits

The CLIA RiverView Conference in Amsterdam showcased an impressive variety of ships across two days. Delegates were treated to product updates and time to explore onboard, with the guidance and support of the sales teams.



Guest Speakers

Uniworld's Ellen Bettridge was a prominent speaker at the Conference, sharing valuable insights into the river cruise industry, including the sector's commitment to luxury and sustainability.



Party Time

Our overnight hosts welcomed all agent delegates across both nights of the Conference where they enjoyed dinner, time to relax and experience the hospitality of their ships. The party continued into the night with musical acts as the drinks flowed.



UNFORGETTABLE CRUISES & TOURS

For over 95 years, APT have been creating best-in-class travel experiences to some of the world's most inspiring destinations. It's our attention to detail, personalised service and unexpected little extras that make our award-winning river cruises, small ship coastal cruises, and yacht cruises totally unforgettable.

Itineraries are lovingly created by our team of experts and include immersive, eye-opening experiences and generous inclusions. With a choice of 5-Star APT Luxury cruises, or our great value 4-Star APT Travelmarvel collection, we have the perfect cruise for your clients.

EUROPE RIVER CRUISES



Cruise the Danube, Rhine and Douro Rivers with APT Travelmarvel onboard our recently launched contemporary river ships, or sail the Danube and Rhine with APT Luxury onboard our brand-new river ships, launching in 2025 and set to redefine luxury river cruising.

ASIA RIVER CRUISES



Our APT Luxury river ship, Mekong Serenity enjoys a spa & wellness centre, pool, choice of restaurants, sun deck and butler service, whilst our APT Travelmarvel ship, RV Apsara, offers stylish social spaces, pool, spa & fitness centre and sun deck.

SMALL SHIP COASTAL CRUISES



Our APT Travelmarvel Europe Coastal Cruises offer a fantastic small ship experience. With just 110 guests onboard MS Caledonian Sky, they will discover the hidden gems of Italy, Greece, Spain and Portugal, whilst docking in smaller ports and harbours.

CROATIA YACHT CRUISES



Guests can island hop around Croatia in style with APT Luxury on board MV Princess Eleganza along with just 37 fellow travellers, or choose APT Travelmarvel and sail Croatia's glorious coastlines on board MV Lady Eleganza, with just 36 guests.

FOR MORE INFORMATION CONTACT YOUR BUSINESS DEVELOPMENT MANAGER, EMAIL AGENTCLUB@APTOURING.CO.UK, VISIT [APTOURING.CO.UK](https://www.aptouring.co.uk), OR CALL 0800 012 6686



CRUISE CREATIVE

ROB PRAGUE



Being a graphic designer in the cruise industry offers a unique and fulfilling experience that combines creativity with the excitement of travel and exploration.

Designing for CLIA brings the exciting challenge of creating visuals that capture the spirit of travel, luxury, and adventure - qualities that define the cruise experience.

It's incredibly rewarding to see my work showcased at major industry events, especially when it comes to designing for flagship occasions like the CLIA Conference. Sometimes my logos are even turned into cakes.

Crafting the look and feel for these events is a true privilege, knowing that the visuals play a role in shaping attendees' overall experience and setting the tone for an inspiring gathering.

ROB'S 2024 CREATIVE

HIGHLIGHTS



Eyes to the sky

One of the highlights was seeing my logos illuminated on the ceiling of MSC Virtuosa at CLIA Conference. Moments like these are unforgettable, knowing that my work is part of an event that brings the entire industry together.



Bigger the better

Designing the presentation for the CLIA Destination Showcase in Gibraltar onboard Holland America Line's Nieuw Statendam was a thrilling creative experience and challenge.



Amster-disco

The lively venue at this year's CLIA RiverView Conference in Amsterdam infused an exciting element into the presentation. The stunning LED lighting throughout the space created a dynamic atmosphere for the audience.

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EXECUTIVE COMMITTEE

One Cruise Family

The CLIA Executive Committee is comprised of a distinguished group of industry leaders who are dedicated to steering the global cruise community towards innovation, sustainability, and growth. With deep expertise and a shared passion for advancing the cruise sector, this committee plays a pivotal role in shaping strategic initiatives, fostering collaboration across industry stakeholders, and driving the organization's vision forward. Each member brings a wealth of knowledge and experience, ensuring that CLIA remains at the forefront of industry standards and continues to champion the interests of its members and partners worldwide.



ANDY HARMER
Managing Director



IAIN BAILLIE
Vice President –
International Sales



DAVID DUFF
Managing Director
UK



CHRIS HACKNEY
Managing Director



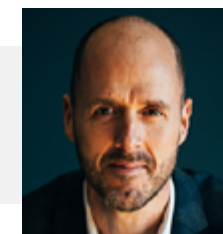
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Vice-President &
Managing Director
EMEA



LYNN NARRAWAY
Vice-President
UK, Europe & MEA



ANTONIO PARADISO
Managing Director
UK & Ireland



ROB SCOTT
Vice President
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PETER SHANKS
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Middle East & Africa



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UK & Europe





What is Shine Rewards Club?

Shine Rewards Club is Cunard's travel agent loyalty and reward programme, and is all about rewarding you for your hard work. Make a Cunard Fare booking, visit the Shine Rewards Club website to register the booking and play our online deck game and you'll be guaranteed to earn Shine points. You can also be in with the chance of earning Shine points by competing in quizzes and attending webinars.

What are Shine points?

Shine points are what you earn as a member of Shine Rewards Club, they're a type of currency that can be earned and spent on Shine Rewards Club.



How can I spend my Shine points?

You can buy vouchers for many well-known retailers. And you can use Shine points to pay any amount towards a Cunard voyage.



Is there any other benefit of being a Shine Rewards Club member?

Yes! You'll be the first to hear the latest Cunard news and information and will have access to all of our Cunard training and the opportunity to register for travel agent ship visits, fam trips and events.



Visit shinerewardsclub.com for more information.

WATCH IT AGAIN

VIDEO CONTENT

AVAILABLE



Explore the extensive back catalogue of content available in the 'OnDemand' section of our website, where you'll find a wide range of valuable resources.

This includes exclusive interviews with industry experts and informative webinars covering the latest trends and developments in the cruise industry. Whether you're looking to deepen your knowledge, catch-up on missed events, or discover new perspectives, the OnDemand section is your go-to destination for accessing a wealth of archived content at your convenience.



CLIA Presents

Supporting our members through key cruise booking periods, these 40-minute sessions offered the opportunity to hear brand updates from a selection of our cruise line and river cruise operators. Each brand presented their latest take-away points to be aware of and maximise your sales.



Focus On...

Live 30-minute sessions each with a specific focus on a different sector of the wider cruise industry. The series of 10 webinars covered all styles of cruise across the year, each one combining CLIA training along with insight from select cruise line partners.

CLIA Focus On...



Focus On Tropical & Warm Water Expedition Cruising



Focus On Yacht & Sailing-Ship Cruising



Focus On Premium & Luxury Cruising



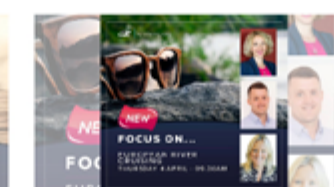
Focus On World Cruises, Grand Voyages & Transatlantic



Focus On Polar & Cold Water Expedition Cruising



Focus On Traditional & Destination-led Cruising



Focus On European River Cruising



Focus On Ultra-Luxury Cruising

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At If Only, we pride ourselves on transcending 5 Star by completely curating ocean cruise itineraries from start to finish. Using only the most exclusive cruise lines, iconic hotels, signature experiences and luxury transfers, combined with the world's most exhilarating destinations, we've crafted a bespoke compilation of cruise itineraries unrivalled in their prestige and exclusivity.

Newly added to our luxury cruise programme is European and River cruise.



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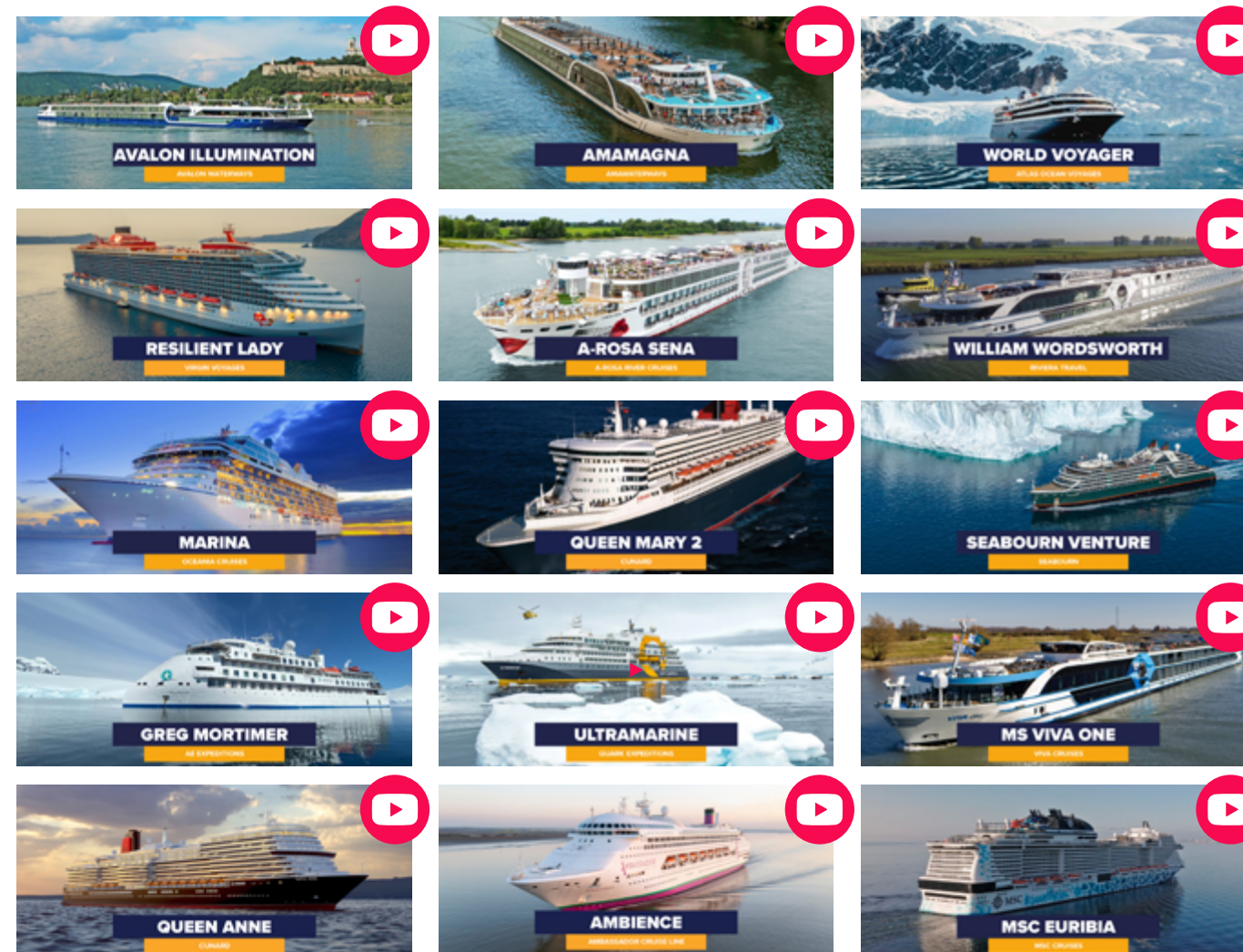


VIRTUAL SHIP TOURS

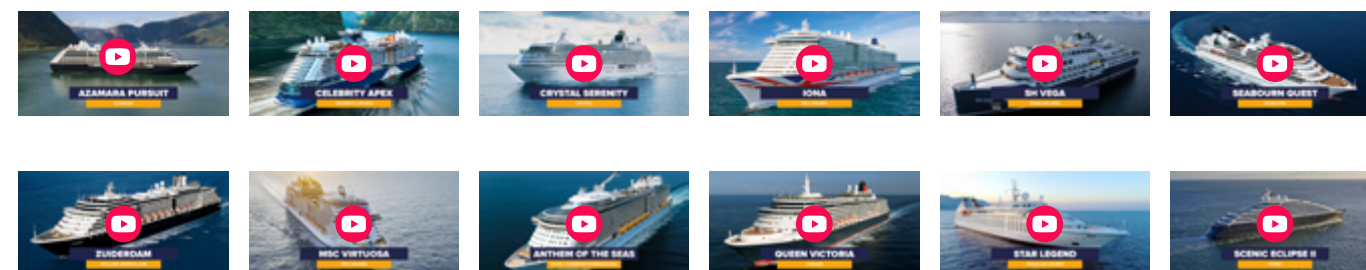
Available to stream at cruising.org

To bring you as close to the ships as possible without leaving your laptop, we've got onboard to record a new series of Virtual Ship Tours - bringing you need-to-know information all in around 10 minutes per ship – visiting key dining and entertainment spaces, discussing unique selling points and giving you a great feel for the ship from our commentary and footage. We've got a fantastic selection of 27 videos currently available.

Recently added to cruising.org



Season 1 - available at cruising.org





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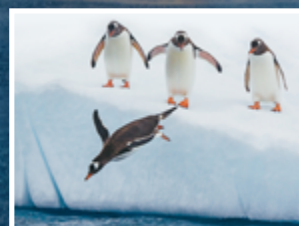


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Our small polar vessels go where larger ships can't.



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* World Explorer guests will receive a free data card for limited Wi-Fi access, and enjoy complimentary beer and wines.

For more information contact your business
development manager, **Nick Hindle**
07871395976 | Nick.Hindle@quarkexpeditions.com

Visit our Partner Portal today to access all the
tools and support you need to sell polar travel.
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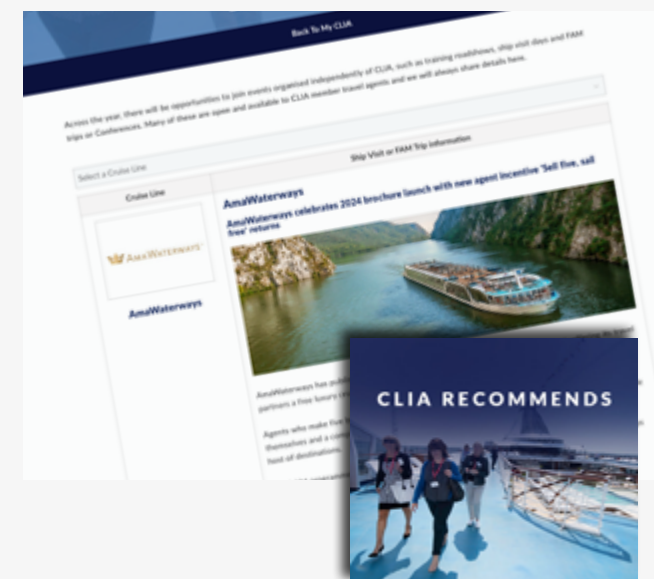


CLIA OPPORTUNITIES

HEAD TO CRUISING.ORG



We encourage you to regularly visit two key sections of cruising.org, where you'll find all the latest opportunities to engage with our ocean and river cruise operators. These areas are frequently updated with exciting chances to connect with industry leaders - often including exclusive invitations to experience their ships first-hand! Stay informed and take advantage of these unique opportunities.



CLIA Recommends

Key opportunities to engage over the year - usually programmes with multiple dates or incentives running over a longer period of time

- Ship Visit programmes
- FAM Trips or Agent Rates
- Training Roadshows
- Travel Agent Incentives or competitions to reward bookings



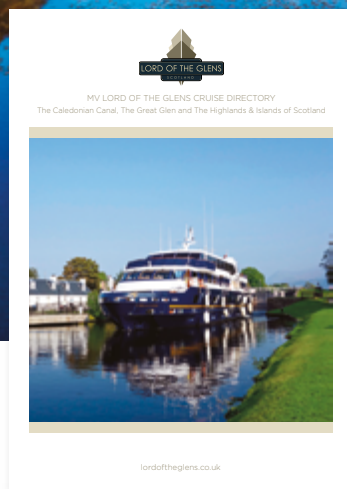
Trade Sales Noticeboard

Located as part of the Cruise Daily page, the Noticeboard is where you will find smaller, time-sensitive updates

- New training modules, trade resources or brochures launched
- Competitions - and winner announcements
- Upcoming Webinars
- Reminders of opportunities with CLIA



HEBRIDEAN ISLAND CRUISES



Pioneers of Small Ship Scottish Cruising

Hebridean Island Cruises is perhaps one of the world's most unusual cruise companies – our recipe for holidays afloat is simple – we create unique experiences for few a people and never something ordinary for a crowd.

We have flown in the face of current fashion by only ever operating small ships.

Whilst today's mega-vessels may suit the mass market, there will always be a place for ships that are small and personal.

Our fleet comprises of just three ships – each dedicated to providing the finest holidays afloat around the Western Isles of Scotland and The Caledonian Canal – and all providing an extraordinary level of service that is the hallmark of Hebridean Island Cruises.

Whatever your choice from our range of cruises, they all include fascinating shore excursions, always organised with precision and often to places accessible only to private yachts. And when back on board our chefs create imaginative menus using the freshest ingredients available.

Hebridean Island Cruises Limited is an independently owned British cruise company.

Reservations: 01756 704704 • hebridean.co.uk • lordoftheglens.co.uk



CRUISE NEWS

WEEKLY NEWSLETTER

CRUISE NEWS

#CLIAcruise Week This September

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GET THE LATEST CRUISE NEWS

All members with an active profile at cruising.org are automatically subscribed to our weekly eNewsletter.

The CLIA eNewsletter features dedicated sections on upcoming CLIA events, newly available online resources, and occasional spotlights from our partners. These updates ensure you're maximizing your membership by staying informed on new training opportunities, networking events, and the latest resources available on cruising.org.

Get the CLIA Weekly Newsletter by activating your profile at cruising.org



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Take advantage of **bonus Loyalty points** earning p
New training opportunities to boost your booki
Access **trade rates** to sail yourself
Learn about **new product updates**
Social media competitions to win daily themed prizes or ent
and more...

All B2B Incentives & need-to-know sales tips

Exclusive CLIA Webinar ETIAS

European Travel Inform
Authorization System
Monday 16 September - 3p
New European border requirement
Entry/Exit System (EES) and the
Travel Information and Authorizati
(ETIAS), are on the way. What are t
requirements, when they will enter in
and will they impact your customers?

Join our **exclusive webinar** on Monday - 3pm

Register now CLIA Weekender - Barcelona



CLIA Weekender - Barcelona
Thursday 24 - Saturday 26 October
This is an overseas ship visit opportunity to experience vessels not normally sailing
UK ports. Barcelona presents us with the opportunity to offer a es
ships across three days in

A complete *suite of tools & applications...*
...designed *by travel people* for *travel people*

Our Suite Includes:

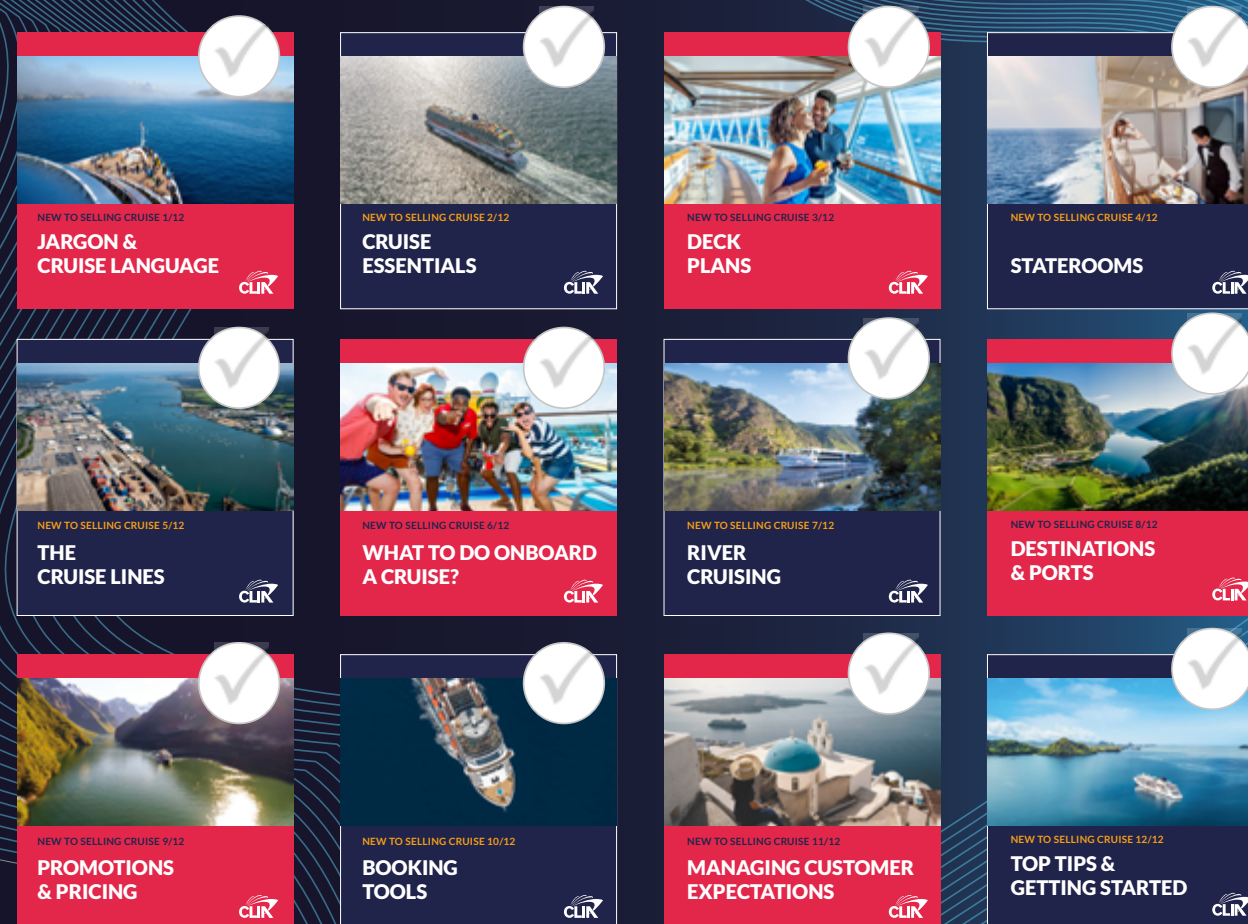
- ✓ Cruise Search
- ✓ Travel Quoting System
- ✓ Travel CRM
- ✓ Customer Portal
- ✓ Customer App
- ✓ Booking Docs & Vouchers
- ✓ Itinerary Manager
- ✓ Tours search
- ✓ Travel Websites
- ✓ Reporting & Analytics
- ✓ Advanced Customer Personalisation
- ✓ Workflow Automation
- ✓ Email & SMS
- ✓ Ai Tools

Contact us for more information or book a demo:

www.tprofile.co.uk

NEW-TO-SELLING CRUISE

HEAD TO CRUISING.ORG



At Seabourn we value our Travel Advisor Partners and it's our aim to ensure you are equipped with as many resources as possible to sell our luxury brand.

RESERVATIONS ONLINE

POLAR online is the fastest and easiest way to book, check availability, search fares, view itineraries or add a guest to a group booking.

For agency registration and support e-mail:

salesupport@seabourn.co.uk

RESERVATIONS BY PHONE

Call 0344 338 8615

YOUR BUSINESS DEVELOPMENT TEAM

Are here to help you. Contact your BDT or email Salesupport@seabourn.co.uk.

TRAINING

Online: www.seabournacademy.co.uk.

Seabourn Academy offers an in-depth educational programme designed to provide you with all the tools and sales techniques to achieve greater sales success.

Agency Training: Contact your BDT.



GoSeabourn is your resource for selling our ultra-luxury brand. Register

for POLAR online, then your password will give you access to all the following via GoSeabourn.co.uk:

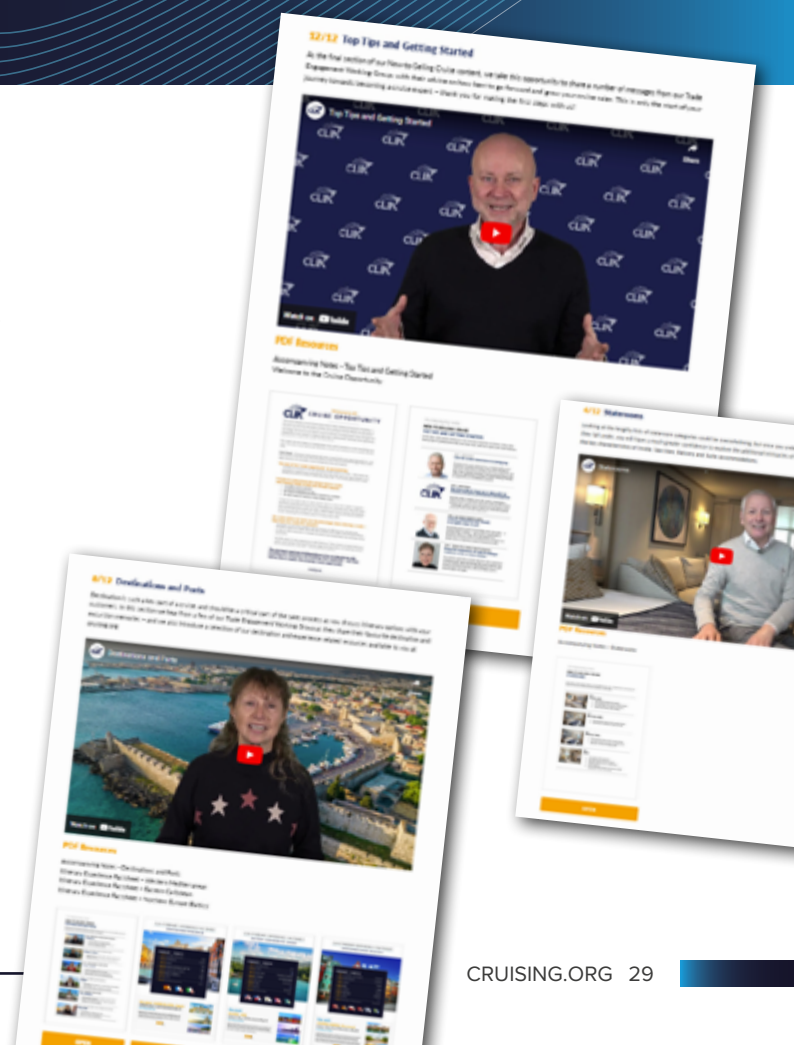
Image Library | Marketing Collateral E-brochures



New-to-Selling Cruise

A section of the website developed exclusively with new to selling cruise agents in mind, including a wealth of introductory need-to-know cruise content that will put you in a great position to start your cruise sales journey.

- **12 New-to-Selling Cruise topics**
From Cruise Essentials and Cruise language to discussing what to do onboard, and how to introduce cruise to your sales discussion with confidence
- **12 brand-new videos**
Each kept under 10 minutes to make the most of your time
- **6 unique CLIA Resources**
Developed specifically for our new-to-selling cruise audience



Effortless Cruise Transfer Solutions

- 20 years of transfer service expertise
- 24/7, 365 days English-speaking support
- Proactive health and safety policy
- Only transfer company with a dedicated cruise transfer solution
- Flexible and responsive to your needs
- Coverage in 50+ countries, across airports, train stations and over 200 cruise ports

Our Exclusive Transfer Options



LIFTS
Quality Cruise Transfers



www.lifts.to

LIFTS TO

sales@lifts.to

Why choose to cruise with CroisiEurope?

FOR YOUR CLIENTS:

- Great value for money
- Stylish well appointed cabins with panoramic windows
- Superb French cuisine
- All inclusive drinks
- Exclusive destinations, largest choice of itineraries across European and exotic river cruises, coastal cruises and canal barges

FOR YOU THE AGENT:

- Excellent commission rates
- 24/7 online booking portal
- Dedicated trade sales support team
- UK reservations team
- ATOL and ABTA protected
- Generous group programme



CroisiEurope
Cruises

INFORMATION AND RESERVATIONS: Tel. 01756 691 269 • sales@croisieurope.co.uk

www.croisieurope.co.uk



IMO67100025. © Alexandre Sattler

CLIA PODCASTS

Go Behind the Scenes of the Cruise Industry

Launched in 2018, the CLIA Cruise Podcasts provide in-depth analysis, expert opinions, and insightful interviews from across the industry. Available for subscription on [cruising.org](https://www.cruising.org), Apple Podcasts, and SoundCloud.

Each episode features multiple segments that dive into the latest industry trends, with discussions led by key figures in the world of cruising. From cruise line executives and journalists to bloggers, influencers, and other industry experts, the podcast offers a dynamic view of the cruise world from diverse perspectives.



CLIA Cruise Podcast Guests 2024



Peter Shanks
Silversea



Bernie Carter
Atlas Ocean Voyages



Tom Mahoney
Cunard



Rob Scott
P&O Cruises



Eithne Williamson
Princess Cruises



Janet Parton
Celestyal Cruises



Shane Riley
Virgin Voyages



Luke Smith
Carnival Cruise Line

CLIA RiverView Podcast Guests 2024



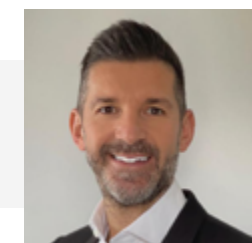
Lewis Quigley
Scenic &
Emerald Cruises



Phil Shipman
Avalon Waterways



Tim Hames
First time river
cruiser



Paul Melinis
APT Travel Group



Chris Townson
Uniworld Boutique
River Cruises



THE UK'S NUMBER #1 TRAVEL DESTINATION

WE REACH **38 MILLION** PEOPLE
EVERY MONTH!



81% of all cruises are booked by
Mail Metro Media readers



58% of people who are '**New to
Cruise**' read Mail Metro Media titles



Our readers spent a total of **£51 billion**
on holidays in the last 12 months - that's
64% of all travel expenditure

Our brands publish travel content across audio, video and social



Daily Mail The Mail MailOnline METRO i
YOU weekend This is MONEY The Telegraph NewScientist

Contact our Head of Cruise at
Robertina.Tompa@mailmetromedia.co.uk to discuss how you can
take advantage of Mail Metro Media's 360 approach

The integrated App & Website platform for Cruise sellers.

The Digitaltravel.io platform combines bespoke designed cruise websites that sell, delivering online booking, access to the widest bookable cruise line inventory and our App platform ensures your brands permanent presence on cruisers smartphones.



New for 2024
Fast deploy bookable cruise websites for travel agents with bookable cruise + tours search.



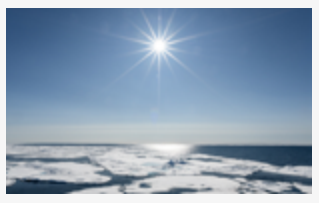
For more information please contact Neil Hardy by emailing: neil.hardy@digitaltravel.io



NEW CLIA CRUISE LINES

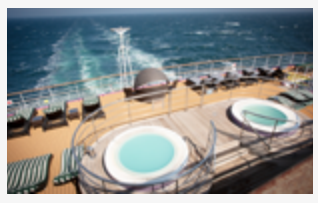
JOINING IN 2024

Head online to the Brand Profiles for more information and trade contacts of these and all CLIA cruise lines and river cruise operators



Albatros Expeditions offers immersive voyages to remote, pristine regions worldwide. Focusing on environmental stewardship, Albatros uses hybrid-electric ships and collaborates with conservation organisations to minimise its ecological impact. Itineraries to the Arctic, Antarctica, and other wild destinations provide passengers with breathtaking landscapes and diverse wildlife. Expert naturalists guide guests, offering deep insights into fragile ecosystems aboard state-of-the-art vessels. Each voyage fosters a meaningful connection with nature and inspires travellers to champion conservation and responsible tourism.

CRAIG UPSHALL
Sales Director EMEA, Australia & New Zealand
cup@albatros-expeditions.com



Ambassador Cruise Line, Britain's first new cruise line in over a decade, offers premium no-fly cruises from UK ports to diverse European and global destinations. Tailored for mature travellers, Ambassador provides a refined yet friendly experience with exceptional service, fine dining, and curated entertainment. Guests enjoy scenic destinations like the Norwegian Fjords and the Mediterranean on spacious, elegant ships. Ambassador prioritises sustainability with energy-efficient vessels and eco-friendly practices. Enriching itineraries, cultural excursions, and immersive onboard programmes ensure a memorable journey for every guest.

NICOLA HARPER
Head of Distribution
nicola.harper@ambassadorcruiseline.com



River cruises with VIVA All-Inclusive.

- Our VIVA All-Inclusive**
- ✓ Full-board dining with breakfast, lunch, and dinner
 - ✓ All day high quality alcoholic and non-alcoholic drinks from the entire bar menu
 - ✓ Daily replenished minibar
 - ✓ High Tea: Selection of sweet and savory treats (once per trip)
 - ✓ Welcome sparkling wine in the cabin
 - ✓ Wi-Fi and gratuities
 - ✓ Use of VIVA-bicycles

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ITINERARY EXPERIENCES

NEW AGENT RESOURCES

This new set of factsheets supplements our existing Destination Factsheets to paint the full picture, adding more practical information on how the destinations fit within some of the most popular cruise itineraries.

The series covers some of the most common cruise itineraries and what guests can expect. If you've not sailed on these itineraries, these will offer the perfect introduction.

Recently Added

British Isles Circumnavigation

Intensive Japan

Canada & New England

Norwegian Fjords

Already available at **cruising.org**:

- Alaska
- Western Mediterranean
- Greece & Turkey
- Eastern Caribbean
- Western Caribbean
- Northern Europe - Baltics



THE NEXT ICON OF VACATIONS

The newest Icon Class super-sequel Star of the Seas has it all, so everyone in your crew can show “either-or” the door and have the time of their life. It’s mindblowing thrills, next level chill, bolder bonding, epic celebrations and wanderlusting exploration — all rolled into one week-long getaway that’s about to go down in history as The Next Icon of Vacations.

And the memories extend from ship to shore, because every sailing stops at the award-winning private destination, Perfect Day at CocoCay.

The adventure begins summer 2025 from Port Canaveral, Florida.

STAR OF THE SEAS
SUMMER 2025



ROYAL CARIBBEAN



2024 PARTNERSHIPS

CRAIG FORSYTH



My name's Craig and I've been with CLIA now for nearly 8 years looking after Trade Partnerships & Sponsorship. Those of you who have attended our main CLIA in-person trade events, or joined us on our Winter and/or Summer CLIA Presents webinar series, have probably heard my voice or seen me running around with a clipboard!

Generally I'm behind the scenes working closely with our CLIA Cruise Lines and Associate Partners making sure they have everything they need to maximise their time with you during the trade fair/ networking session at our trade events. I count myself very lucky to be part of a great team, small but perfectly formed and also to be able to work in such an exciting industry with great people.

To all our travel agent members I just wanted to add my thanks for your support and enthusiasm throughout 2024 and also to all our CLIA cruise line and Associate Partner colleagues — you're all essential to the very existence of CLIA and our trade event activity. I look forward to working with all of you moving forward and to seeing familiar faces and meeting new people at our future events.



CRAIG'S 2024

HIGHLIGHTS



CLIA Conference 2024 Trade Fair

The Trade Fair at CLIA Conference is a firm favourite of mine. It's not only the culmination of a lot of hard teamwork, which I'm thrilled to be a part of, but an exciting and lively event session. I love the charged atmosphere and it's great to see so many colleagues and agents having fun while networking.



Hidden Waterways with Tauck River Cruises

In Summer this year I was lucky enough to be invited along on a Tauck agent fam trip to sail the Hidden Waterways of Flanders & Holland to document & sample the wonderful Tauck River Cruise experience — iconic itinerary stops with exclusive excursions.



Rock & Roll in Gibraltar

In September we hosted the Gibraltar Destination Showcase. I'd briefly visited in the past and had always wanted to return. The Gibraltar Tourist Board & Visit Gibraltar laid on a marvelous 3-day itinerary, which really opened my eyes to this iconic destination.

GOVERNMENT RELATIONS

A REVIEW OF 2024 ACTIVITY



CLIA attended the kickoff event for London International Shipping Week 2025, meeting with representatives from across the maritime industry

This year, during a period of political change, CLIA has continued to work to increase understanding about the role of cruise and its unique contributions to the UK and Ireland.

As part of this, we built relationships with tourism organisations across the UK and Ireland, as well as the government representatives responsible for tourism policy. CLIA is advocating for cruise to play a central role in the UK's inbound, outbound and domestic tourism strategies. This was at the heart of our first ever CLIA manifesto that we shared with political parties ahead of the general election.

With the UK and EU governments both planning to bring in new policies impacting their borders, we held frequent meetings with governments to ensure that they understand the unique border requirements of cruise. We also hosted a webinar for agents to keep them in the know on these changes.

We continued to work collaboratively with all relevant government departments and have co-chaired bi-annual meetings of the Cruise Industry Government Forum. We have also worked with the Department for Transport to create a joint industry-government plan for the sector.



In Belfast, CLIA met with Visit Belfast and the Northern Ireland Tourism Board onboard MSC Cruises

We worked with cruise lines as part of their pursuit of net zero to make sure that the UK government understands how it can support our industry's pathway to decarbonise. As part of this, we sat on the Government's Clean Maritime Council as well as other related working groups.

We met with the Government's Tourism and Maritime Ministers on board ships to give them a better understanding of our industry. They were able to meet with some of the amazing crew that work onboard.

In light of this year's general election, our team spent the second half of the year meeting with some of the newly elected MPs and welcoming them onto ships. We hosted visits across the UK, including in Greenock, Liverpool, Kirkwall, Holyhead and on the River Thames.

We also hosted press events highlighting CLIA data and the work of the cruise industry in both London and Dublin, ensuring that national, local and travel media are aware of the great work being done by all those involved in our industry.



A group of Welsh politicians including the Tourism Minister met for a roundtable discussion on Regent's Seven Seas Navigator in Holyhead



In Greenock, CLIA welcomed a group of Scottish politicians for a ship visit with Princess Cruises



CLIA hosted the Tourism Minister Julia Lopez onboard Ponant, docked in central London on the River Thames



CLIA and Fred. Olsen Cruise Lines welcomed the Maritime Minister Mike Kane onboard in Liverpool where he met with cadets



CLIA hosted a lunch for Irish media in Dublin

TAUCK



WHAT MAKES TAUCK RIVER CRUISING UNIQUE

Explore Europe's Waterways

All-inclusive, One Upfront Price

If it means a better river cruise experience for your clients, we include it. In addition to all gratuities, guided shore excursions with choice for more personalized travel, exclusive experiences, special meals and tastings ashore, your clients enjoy fine dining and complimentary all-day beverages aboard ship – including wine and spirits.

Fewer Guests & More Tauck Staff

Our custom riverboats are designed to offer the most space per guest on Europe's rivers. With just 84 to 98 guests on our smaller riverboats and no more than 130 guests aboard our larger ones, accompanied by dedicated, knowledgeable Tauck Directors and a Tauck Cruise Director – and local guides ashore – your clients will enjoy thoughtful personal service.

Uniquely Tauck

Destination inspired, Tauck's cultural discoveries and private experiences are unique to the places your clients explore with us, ensuring an authentic look at local life. Think exclusive evenings in palaces, castles and châteaux, wine tastings at family-owned vineyards, early opening and after-hours visits for Tauck guests only to some of Europe's popular sites.

The Perfect Choice

With cruises on the Rhine, Danube, Rhône, Seine and Douro rivers, as well as inland waterways in Belgium and the Netherlands, each day brings a new destination and new opportunities to explore. Your clients will have a choice of excursions that are perfectly paced to meet their interests for an enriching, personalized travel experience.

Travel beyond ordinary™

For more information or to book, call Tauck at 0800 810 8020

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CLIA CRUISE MASTER AWARD

AWARDED JULY 2024



We are delighted to congratulate **GARETH HARDING** of Travelosophers for winning the CLIA Cruise Master Award 2024 at the Travel Weekly Agent Achievement Awards. We applaud his contribution to the industry and dedication for completing the required training to achieve the status of CLIA Master.

Could you be our CLIA Cruise Master Award Winner of 2025?

Member agents who have achieved or refreshed their Master level Certification will be able to nominate themselves again in 2025 (or be nominated by a CLIA member colleague) for this Award.

As part of the nomination, we will ask for evidence or confirmation of:

- Positive promotion of cruise knowledge and industry news across their own social media channels
- Sharing of cruise knowledge with peers through multiple channels, for example creating their own video blog content from cruises/ship visit experiences
- Being a visible advocate of CLIA membership through their own website / social channels / email signature etc
- Attendance of a CLIA event in the last 12-months

Nominations for the 2025 Cruise Master Award will open following the CLIA Conference in May 2025.



THE MOST INCLUSIVE LUXURY EXPERIENCE®

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📱 @RegenTrade and scan the QR code for more information.



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OCEANS OF INSPIRATION

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GUEST
For The Love Of Cruise



ANDREW &
JORDAN CANNAN
The Salway Cannans



CATHY ROGERS &
EMMA WATTS
Cruise Addicted



DANIEL & JAMIE
THOMPSON
Travel With Thompsons



DAVID & KAYLEIGH
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Cruise with David & Kayleigh



ELLIOT & MARK
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Cruising Gaze



GAIL & MIKE
JENNINGS
Sail with Gail & Mike



IAN LYONS &
ALISON THROWER
Ageless Curiosity



JENNI
FIELDING
Cruise Mummy



JENNY
COOKMAN
River Cruising with Jen



JONNY COOK
& WILL
Travel with Jonny and Will



JOSHUA &
KATIE DRAPER
Coast To Coasters



KATHY
TAYLOR
Cruise Lowdown



KEN &
LINDSEY STONE
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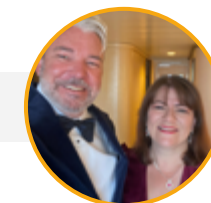
LAURA PEDLAR &
CRAIG SHAW
Cruise Lifestyle



LIZZY
Travels With Lizzy Lou



LOIS
PAYNE
No Cruise Control



MARCUS &
MELISSA WILLIAMS
Fly Drive Explore



MARK AND
LINZI COWGILL
Suite Natured



MATTHEW
GILBERT
Cruising With Matthew



MIRIAM
WEEDA
Cruisereiziger



PAUL & CAROLE
MORGAN-SLATER
Paul & Carole Love to Travel



SABINA & ANTHONY
COLEMAN
Cruising Coleman



STEPH
Cruise With Amber



TERRI
CHITTENDEN
Cruise Around The World



TOM
AND DOM
Tom & Dom Travel



TOM DUBBER &
SCOTT WILMINGTON
Vitamin Sea UK



TOM, RACH,
ALICE & ERNEST
Cruising with the 4bs



TRISTAN & JUSTIN
ROEBUCK-TRULL
Cruise Buoys



Ready to get on board in 2025?

Thanks to our ship visits and our Holiday With Shine and Shine at Sea initiatives, hundreds of agents have experienced our ships in 2024.

What better way to get to know our brand and be able to sell more P&O Cruises holidays?

Don't miss your chance to thrive with Shine in 2025



Find out how to get on board in 2025, and earn rewards at shinerewardsclub.com

Discover P&O Cruises at Shine Rewards Club



CLIA DINNERS

EVENTS



These smaller, intimate dinner events allowed delegates to explore how their businesses can seize the cruise opportunity, through short product updates from our attending suppliers and open discussion on the latest trends. It provided the perfect opportunity for relaxed networking with like minded people.



Glasgow - River Cruise - 30 April 2024

Thank you to our River Sponsors, A-ROSA, AmaWaterways, APT, Riviera Travel, Scenic & Emerald Cruises & Uniworld Boutique River Cruises



Birmingham - 25 June 2024

Thank you to our Dinner Sponsors, A-ROSA, AmaWaterways, Avalon Waterways, Oceania Cruises, Quark Expeditions, Tauck & Virgin Voyages



London - 2 September 2024

Thank you to our Dinner Sponsors, AE Expeditions, AmaWaterways, Avalon Waterways, Quark Expeditions, Silversea, Tauck & Virgin Voyages



Belfast - 12 November 2024

Thank you to our Dinner Sponsors, NI Travel News, AE Expeditions, AmaWaterways, Norwegian Cruise Line, Royal Caribbean, & Virgin Voyages



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for money = happy clients



Flights from 17 regional
airports at no extra cost



Travel Concierge department to
personalise your clients' holiday



5-star ships, full board and
included drinks package*



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excursions



High repeat business and
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Dedicated trade
friendly team



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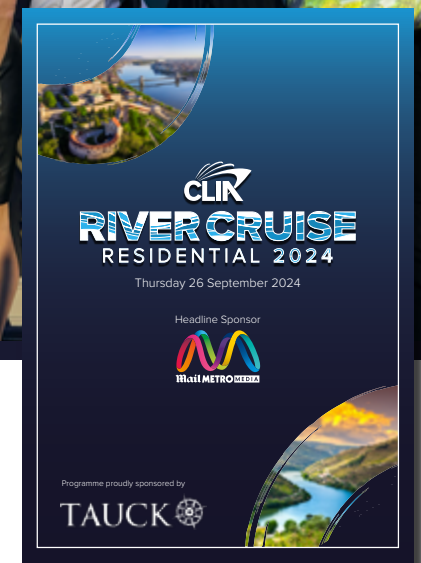
Riviera Travel terms and conditions apply. For more information email agents@rivieratravel.co.uk. Riviera Travel terms and conditions apply. *2024 and 2025 river cruises include an unlimited quantity of drinks at lunch and from 4pm to midnight while on board (selected drinks available), for 2026 river cruises, the free all-inclusive drinks includes unlimited quantity of drinks from 10am to midnight while on board (selected drinks available).



RESIDENTIALS SECTOR-FOCUSSED EVENTS



Luxury, Expedition &
Small Ship Residential
June 2024



River Cruise
Residential
September 2024

CLIA Residentials provide an exceptional opportunity for travel agents and industry professionals to engage with the rapidly evolving cruise landscape. The programme includes informative daytime business sessions that delve into the latest developments of the sectors in focus.

Participants benefit from the combination of structured networking opportunities and an elegant evening dinner, complemented by overnight accommodation for a more relaxed and immersive experience.

With a limited number of delegates, attendees can enjoy meaningful interactions with our sponsoring partners, fostering deeper connections and insights.





Double the Celestyal Magic

Both our ships will be sailing the **Mediterranean** and the **Arabian Gulf** from 2025.
Two ships, two home ports, **even more incredible itineraries**.



When you travel with **Celestyal**, you're stepping onboard more than just **beautiful ships**.
You're entering a modern, thoughtfully-designed cruising experience, curated with deep **regional expertise**, famously warm and **welcoming service**, and a relaxed, friendly mix of fellow travellers.

Greek Islands



Enjoy **3, 4, or 7 night**
cruise options sailing
the **Greek Islands**

Adriatic



Sail **4 countries** in **7 days**
and enjoy **Greece, Croatia,**
Italy and **Montenegro**

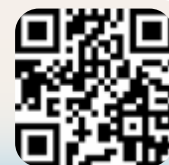
Arabian Gulf



Enjoy **3, 4, or 7 night**
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Arabian Gulf

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EXPEDITION CRUISE

CHAMPIONING SINCE 2018



At CLIA, we are experts in every aspect of the cruise industry, with years of experience in organising a diverse range of events, covering expedition, river, luxury and niche cruises.

Our extensive knowledge and passion for cruising allows us to curate exceptional experiences that cater to all aspects of the market. From immersive educational sessions to networking opportunities, we ensure that our events provide valuable insights and foster connections within the cruise community. With our commitment to excellence and innovation, CLIA continues to lead the way in delivering high-quality events that showcase the best of what the cruise industry has to offer.

NEW IN 2024



CLIA Expedition Cruise Summit Greenwich, May 2024

We were thrilled to host our CLIA Expedition Cruise Summit onboard the magnificent Seabourn Venture in May. The Summit provided a unique opportunity for industry leaders and enthusiasts to engage in insightful discussions and share innovative ideas about the future of expedition cruising.

A heartfelt thank you to the dedicated Seabourn team for their outstanding support and hospitality, which ensured that every detail was perfect.





WE ARE



We are Ambassador Cruise Line, Britain's authentic no-fly cruise line offering affordable quality and sailing from 7 regional UK ports.

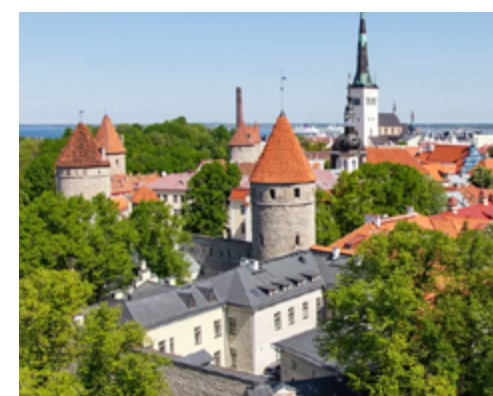
THE AMBASSADOR EXPERIENCE

When you sail with us, you'll enjoy breathtaking destinations, amazing West End-style entertainment, excellent service and outstanding cuisine all for the best value.

But what does this mean? Well, you'll get a decent cup of tea, as well as a traditional afternoon tea, and great British entertainment - all served with the warmest of welcomes at an affordable price.

Our ships visit countries all around the world, leaving it up to you to decide when and where you want to enjoy yourself next. Plus, our sustainability efforts are supporting the next era of cruising, both with our on board improvements and our charity partnerships.

Join us on board, and you'll soon find out why 9 out of 10 of guests would recommend Ambassador and why we were awarded the best value on the high seas!



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DESTINATION SHOWCASE

CELEBRATING CRUISE DESTINATIONS



GIBRALTAR SHOWCASE HIGHLIGHTS

We would like to extend our heartfelt thanks to everyone who supported our 2024 event in Gibraltar, where we explored one of the most fascinating cruise destinations and experienced some remarkable ships. Gibraltar, with its blend of history, architecture, wildlife, and outdoor adventures, provided the perfect backdrop for this immersive collaboration between CLIA and Visit Gibraltar.

Our three-day event offered attendees an all-access experience, featuring industry updates, networking opportunities, ship visits, and specially arranged local excursions. These opportunities are vital in staying informed about top cruise destinations and helping to enhance confidence and expertise.





Introducing Uniworld Boutique River Cruises THE WORLD'S LEADING LUXURY RIVER CRUISE LINE

From the moment your guests step aboard one of our uniquely designed floating boutique hotels, they'll understand the Uniworld difference. From the industry-leading service they receive to the unforgettable moments they enjoy on land. We believe every guest deserves the best and are proud to deliver so year on year. It's this belief and attitude that has led to us being the world's most awarded luxury river cruise line. In 2024, Uniworld were proudly awarded the title of Best River Cruise line in the *Condé Nast Traveller Readers' Choice Awards*, with an average score of 97.34/100.



WHO ARE UNIWORLD

Uniworld is entirely unique. We are proud to be the most all-inclusive river cruise line, prioritising service, and style above all else, with a commitment to providing our guests with the finest luxury experiences during their travels. What sets us apart is our unique approach to ship design, tailor-made for the specific rivers they navigate, ensuring an authentic experience as you explore different countries. As part of a family-owned business with 100 years into the hospitality industry, we deliver the same ease and luxury experience you would come to expect in the best luxury hotels around the world.



WHERE DO WE SAIL

Uniworld's fleet consists of seventeen elegantly designed ships, navigating Europe's major rivers, including the Douro, Rhine, Danube, Main, Venetian Lagoon, and numerous scenic French waterways. Complementing our European cruises, we offer a distinct lineup of five ships dedicated to our Spectacular Journeys of the World program, enabling travellers to explore regions in Southeast Asia, Egypt, India, and breathtaking Peru. These ships are meticulously tailored to provide an exceptional experience in some of the world's most culturally diverse regions.



WHAT MAKES US THE BEST RIVER CRUISE LINE?

Uniworld cruises are an artful curation of unforgettable moments, each more exclusive and breathtaking than the last. Our guests bask in the luxury of red-carpet treatment, granting them behind-the-scenes access and private visits to iconic landmarks. Onboard, they indulge in delectable, locally-sourced cuisine and limitless premium beverages. With our European cruises being ultra all-inclusive from the moment you embark, you can set sail with complete peace of mind, free from any unexpected expenses upon your departure.

WHAT'S INCLUDED FOR OUR GUESTS:

ON-BOARD

- Regionally inspired fine-dining through breakfast, lunch and dinner
- Unlimited premium beverages including fine-wines, locally sourced beers, handmade cocktails and top-shelf spirits
- Locally inspired onboard entertainment
- Unforgettable service from our exceptional team including Gratuities for onboard staff
- Free Wi-Fi Access

ON LAND

- A daily choice of culturally enriching shore excursions - many of which are VIP experiences unique to Uniworld
- Visit to the regions most popular landmarks including UNESCO Heritage Sites (with many offering behind-the-scenes or out-of-hours access to our guests)
- Pre-booked airport to ship transfers
- Flights from London (regional available upon request)

Amenities may differ in Peru, Egypt, India and Vietnam & Cambodia

TO ARRANGE DEDICATED TRAINING SESSIONS OR REQUEST MARKETING SUPPORT
Contact Your Uniworld Key Account Manager or Call 0808 168 9231

CLIA WEEKENDER

BARCELONA - October 2024



In October we hosted our first CLIA Weekenders in Barcelona. Across the 3 days, we toured Oasis of the Seas, MSC World Europa, EXPLORA II, and classic sailing yacht Wind Star. Our thanks to the teams at Royal Caribbean, MSC Cruises, Explora Journeys and Windstar Cruises for their hospitality.



Oasis of the Seas
Royal Caribbean



MSC World Europa
MSC Cruises



Explora II
Explora Journeys



Wind Star
Windstar Cruises

GET TO KNOW US...

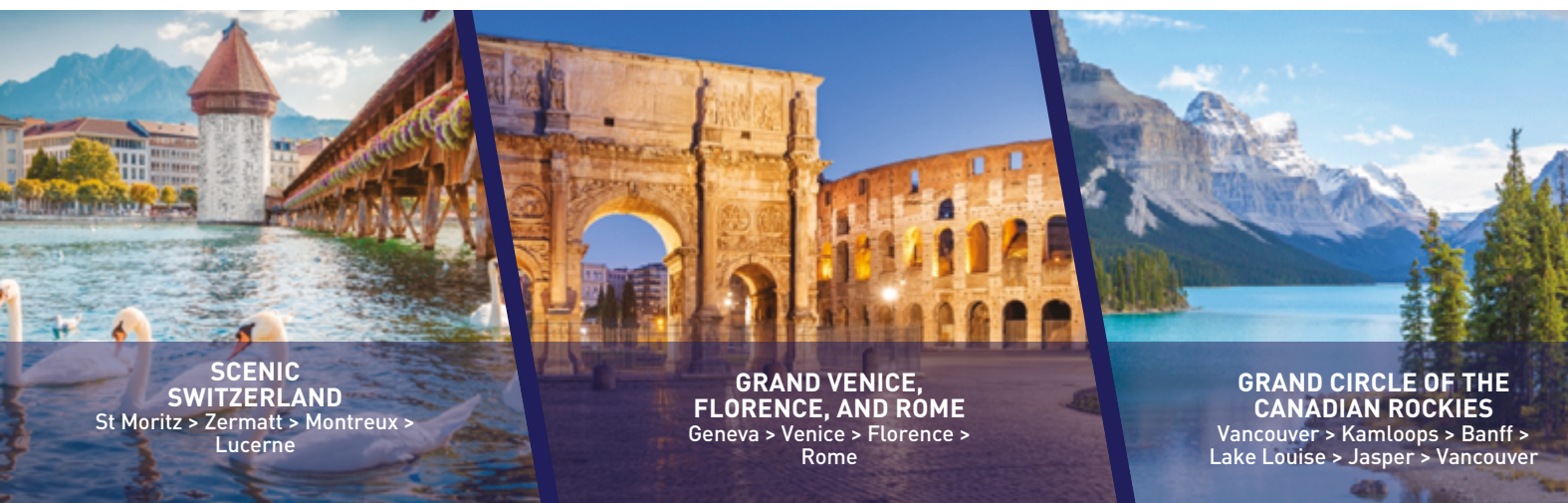
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FLORENCE, AND ROME**
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you promote what's booking right now!

HALL OF FAME INDUCTEES



As announced December 2023, we revealed the 2023 Hall of Fame inductees at the annual Winter Ball. The awards were presented on behalf of the industry by Royal Caribbean's Ben Bouldin, MSC Cruises' Antonio Paradiso; and Princess Cruises' Eithne Williamson.



Tony Andrews
cruise.co.uk

Tony was this year promoted to managing director of cruise.co.uk, having originally joined the cruise specialist in 2000. He became product and commercial director in 2015, then deputy managing director in 2019. He is now responsible for spearheading the company's growth in the UK market.



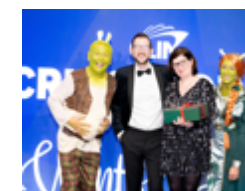
Ruth Marshall
RCL Cruises Ltd

Ruth has been at Royal Caribbean since 2007. She joined as Associate Vice President Legal Counsel International, before assuming her current role in 2018. She was credited by CLIA for her industry-wide work across the past few years. Ruth will shortly leave the company after 16 'wonderful' years.



Jacqueline Dobson
Barrhead Travel

Jacqueline's experience within the travel sector spans over two decades, having originally joined Barrhead as a trainee. She has worked in a variety of roles including sales, marketing, business development, product and commercial, as well as establishing the UK's largest experience store in Glasgow.



Special Recognition Awards We also presented a number of Special Recognition Awards as part of the Winter Ball, celebrating key individuals for their dedication to the cruise industry. Our thanks and huge congratulations to Steve Phillipou, Geraldine Nolan, Wendy Lahmich, Connie Georgiou and Lucia Rowe.

Allura. YOUR WORLD *is* CALLING.

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evolution of Oceania Cruises.

COMING 2025

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Juices, Smoothies
& Gourmet Ice Cream
Group Fitness Classes
Laundry Services
Shipboard Gratuities



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Visit [OceaniaCruises.com/terms](https://www.OceaniaCruises.com/terms) for details.



NET ZERO BY 2050

SUSTAINABILITY IN THE CRUISE INDUSTRY

OUR VISION IS NET ZERO CARBON CRUISING BY 2050 AND CHANGES ARE HAPPENING NOW

Sustainable cruising involves three pillars of action:



Reducing the carbon
footprint of ships while they
are at berth and at sea



Investing in advanced
environmental
technologies onboard



Partnering with cities
and ports on sustainable
tourism

The cruise sector is taking a leading role in driving the development of sustainable marine fuels, with an ambition to pursue net-zero carbon cruising by 2050.

We are exploring many paths to achieve our ambition of net-zero carbon cruising. There are an increasing number of vessels launching over the new few years that will be able to incorporate zero-emissions propulsion when available, as well as a growing investment to equip ships to plug in to shoreside electricity where available.

By 2035, all ships calling at ports where shoreside electricity (SSE) is available will be equipped to use SSE, allowing engines to be switched off and effectively eliminating carbon emissions while berthed at port. Where shoreside power is not available, the ships will use available alternative low carbon technologies required by ports.

We continue to set ambitious carbon reduction goals as an industry, and cruise lines are showing the way by partnering with fuel suppliers, shipyards, technology manufacturers and academic institutions to develop new lower carbon fuel sources.

Recent data showed the percentage of travellers who say the cruise industry is a leader in responsible travel is at 51%, a 9% increase over the past year. While this is encouraging, we cannot rest on our laurels, and the industry's advancements in sustainable cruising are critical to our ability to further enhance its reputation, retain loyal passengers and attract new to cruise holidaymakers.

FOR MORE INFORMATION CALL **0345 505 1920**
OR SPEAK TO YOUR **REGIONAL SALES MANAGER**

LAST MONTH IN CRUISE

By Sara Macefield

The cruise industry raced out of the starting blocks as 2024 dawned, fuelled by a whirlwind of booming sales during the Wave Season that promised to break the previous year's record-breaking blitz.

January marked the launch of the world's largest ship – Royal Caribbean International's trailblazing Icon of the Seas – and this set the scene for a year that witnessed several more, such as Cunard's first new addition in more than a decade with Queen Anne.

Yet nothing underpinned the irrepressible feeling of optimism more than the steady flow of new ship orders as Norwegian Cruise Line Holdings took onlookers by surprise with the largest new-build order in its history, resulting in eight new ships joining its fleet from 2026.

Determined not to be left behind, river lines unveiled new ship orders, more short-breaks and out-of-season sailings in January and February that are fast extending the European cruise season to year-round. Meanwhile, Egypt's star continued to shine brightly with the rocketing recovery of Nile cruises that shows no signs of abating.

On the oceans, continuing unrest in the Middle East forced widespread itinerary changes, but these have turned an interesting spotlight on Africa, giving the Dark Continent a chance to shine.



January

More record-breaking sales start the New Year with a bang while the launch of the world's largest ship, Royal Caribbean International's Icon of the Seas turns the spotlight on the industry. Celestyal Cruises unveils its planned debut in the Middle East with Arabian Gulf sailings, while Regent Seven Seas Cruises claims an industry first by offering six voyages with overnight stays in every port.



February

Princess Cruises' largest-ever ship Sun Princess makes its entrance while Carnival Cruise Line's latest addition, Carnival Jubilee, is christened in Texas. Holland America Line and Fred Olsen Cruise Lines announce their 2026 global grand voyages. On the rivers Riviera Travel announces two new vessels for 2025, Saga unveils plans for third river ship Spirit of the Moselle, and Avalon Waterways confirms its Bordeaux debut in 2025.



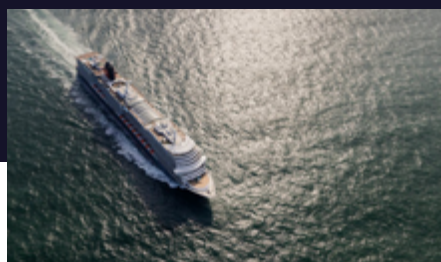
March

RSSC's 140-night world cruise hits the headlines for its £1m+ price tag for the swanky Regent Suite on Seven Seas Splendor, while Windstar Cruises reveals its first mystery cruise, departing Athens in April 2025 on Star Legend. More new ships are set for Europe's rivers with APT planning two new craft on the Rhine, Main and Danube and CroisiEurope adding hotel barge MS Raymonde, all for 2025, and Uniworld announcing new Super Ship Emilie for 2026.



April

This is a month of new ship announcements led by Norwegian Cruise Line Holdings' surprise mega eight-ship order – the largest in its history – with four new NCL ships and two apiece for Oceania and RSSC. Windstar plans to debut two all-suite motor-yachts, Star Seeker and Star Explorer, Emerald Cruises announces third superyacht, Emerald Kaia, and AE Expeditions also goes for the triple with another expedition ship, Douglas Mawson for December 2025.



May

Cunard's 249th ship Queen Anne sweeps into service, followed by her memorable naming on Liverpool's waterfront in early June. May also sees Silversea take delivery of its second Nova-class ship Silver Ray. Asia sailings are riding high as Princess Cruises extends its 2025/26 Japan & South East Asia season, while NCL adds more than 30 itineraries across Asia Pacific and Australasia with three ships in the region, the largest deployment there in its history.



June

As the security situation in the Red Sea impacts itineraries, other areas are benefiting with Emerald Cruises redeploying Emerald Azzurra to the Caribbean for winter 2025 and Windstar Cruises unveiling winter Mediterranean voyages for 2025/26. There are more new ships planned for rivers in 2026 with AmaWaterways introducing AmaKaia on the Mekong and AmaSofia on the Rhine and Danube, while American Cruise Lines triples Hudson River departures in 2025.



July

The march of the mega-ships continues with Carnival Corporation's surprise announcement of three such vessels for Carnival Cruise Line in 2029, 2031 and 2033, holding nearly 8,000 passengers apiece. MSC Cruises is flying high after teaming up with Jet2 and Vueling for its 2025 Fly & Cruise programme, while Marella Cruises debuts Ponce in Puerto Rico and Isla Catalina in the Dominican Republic for its winter 2025 Caribbean programme.



August

It's not all about new ships, despite RCI confirming an order for a fourth Icon-class ship (along with options for two more). NCL's Norwegian Encore is being revitalised with new balcony staterooms among the changes while RCI is planning a \$100 million "amplification" of Allure of the Seas. More cruise lines are getting starry-eyed with the likes of Princess, P&O Cruises, Cunard and Virgin Voyages adding solar eclipse sailings for August 2026.



September

Explora Journeys names its second ship Explora II in Civitavecchia as Virgin Voyages promises a new look for Scarlet Lady with a "luxury glow up" to reimagine facilities. There are a burst of new river ships with TUI River Cruises' second Nile ship, TUI Bahareya, set for November; Amadeus River Cruises' Amadeus Amara on the Danube in July 2025; and Riviera's Riviera Resplendence and Victoria Mekong in Vietnam and Cambodia in 2026.

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Now we're
Voyaging

Kid-free, award-winning holidays from Virgin

We're always happy to inspire your Sailors' summer getaway daydreams. But with our 2025 Mediterranean lineup available to start booking, let's add some clarity to their hopeful holiday visions. Scarlet Lady will be calling Barcelona home next summer and sailing along the magnificent coasts of France, Spain, Italy, and beyond. Also exploring the Med is Resilient Lady — making her way through gorgeous Grecian isles and the striking shores of Croatia. With itineraries ranging from 6-14 days, Sailors can turn those daydreams into the holiday of their dreams.

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CRUISE WEEK 2024

16 - 22 SEPTEMBER



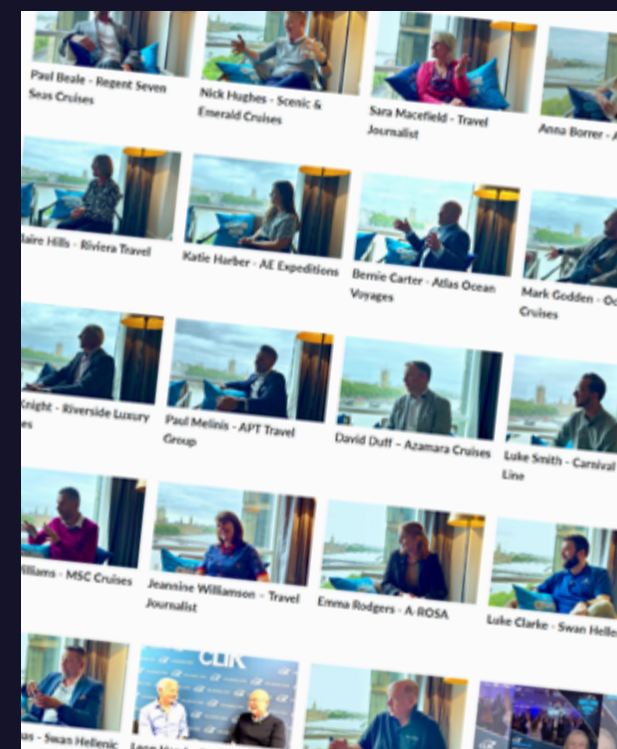
On Demand



CLIA Cruise Week began with the Destination Showcase, set against the iconic Rock of Gibraltar. This live event gathered industry professionals to explore one of Europe's unique cruise destinations.

Throughout the week, a series of webinars was held, covering topics from understanding expedition destinations and long-haul river cruising, to using destination knowledge to grow your cruise sales.

Andy also sat down with many of our cruise line partners to discuss their latest news and favourite cruise itineraries. Recordings from all Cruise Week sessions and conversations can be found online at cruising.org, OnDemand.



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- Regional wine and beer with lunch and dinner and complimentary cocktails during evening Happy Hour
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CHAMPION PROGRAMMES

CLASS OF 2024



In late November, we welcomed our first two Champion groups in London and Manchester. With the guidance and support of Programme Leader Debbie Dale, CLIA and our river and expedition cruise operators, our delegates embarked on their 6-month hybrid-learning Programme to become champions of their chosen sector.



Amy Lowes
Caroline Zammattio
Claire Spicer
Dawn Woodward
Donna Edwards
Elizabeth Ryan
Ellie Ellera
Emma Vipond
Francesca Wharton
Gill Simpson
Hayley Hogan
Ian Weir
Jamie Harris
Jamie Taylor
Jenny Cookman
Jess Clayton
Keeley Ireland
Kelly Uniacke

Kieran Miller
Kirsty Van Wyk
Laura Crouch
Lydia Sollitt
Lyn Cooper
Martin Sandland-Owens
Matt Phillips
Natasha Bradley
Ruth Inglis
Sarah Meadowcroft
Simon Wright
Stacey Beattie
Stacey Davies
Stuart Dales
Sue Glen
Susan Owen
Vidya Kesavan



Andrea Nelson
Anjalina Young
Anne Wade
Catherine Saunders
Danielle Falcus
Gail Stevens
Grace OCallaghan
Gurlye Lonsdale
Hannah Callaghan
Helen Easton
Helen Maltby
Jacqueline Davis
Jessica Kinghorn
Jill Hosy-Pickett
Joanne Grogan
Karen Turner

Kate Naylor
Katrina Pike
Laura McPhillips
Leanne Buckingham
Lisa Ramsay
Lynne Page
Mary Dillon
Melanie Newdick
Paula Molloy
Rich Smith
Roisin Mackenzie
Samantha Prendeville
Sarah Bell-Sampson
Sharon Skowronski
Sharon Vaughan
Sheryl Viercant
Stuart Shimmin-Vincent
Tracie Cooke

A huge thank you to Debbie Dale for facilitating both Champion Programmes



NEW SHIPS 2025

FIRST QUARTER (JANUARY - MARCH)



NORWEGIAN AQUA
Norwegian Cruise Line



MEIN SCHIFF RELAX
TUI Cruises



CARNIVAL ADVENTURE
Carnival Cruise Line



CARNIVAL ENCOUNTER
Carnival Cruise Line



AMAMAGDALENA
AmaWaterways



VIVA ENJOY
VIVA Cruises



S.S. ELISABETH
Uniworld Boutique River Cruises



APT SOLARA
APT

NEW SHIPS 2025

SECOND QUARTER (APRIL - JUNE)



MSC WORLD AMERICA
MSC Cruises



AMASINTR
AmaWaterways



RIVIERA ROSE
Riviera Travel



PORTO MIRANTE
VIVA Cruises



RIVIERA RADIANCE
Riviera Travel



AMAMELODIA
AmaWaterways



APT OSTARA
APT



AMERICAN PATRIOT
American Cruise Lines

NEW SHIPS 2025

THIRD QUARTER (JULY - SEPTEMBER)



ALLURA
Oceania Cruises



STAR OF THE SEAS
Royal Caribbean International



BRILLIANT LADY
Virgin Voyages



AMADEUS AMARA
Amadeus River Cruises



SPIRIT OF THE MOSELLE
SAGA River Cruises

NEW SHIPS 2025

FOURTH QUARTER (OCTOBER - DECEMBER)



STAR PRINCESS
Princess Cruises



CELEBRITY XCEL
Celebrity Cruises



AMERICAN PIONEER
American Cruise Lines



DOUGLAS MAWSON
AE Expeditions



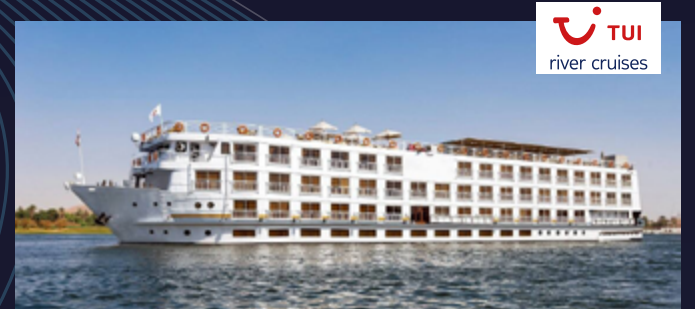
STAR SEEKER
Windstar Cruises



DISNEY DESTINY
Disney Cruise Line



DISNEY ADVENTURE
Disney Cruise Line



TUI BAHAREYA
TUI River Cruises



CLIA CRUISE COUNTDOWN

Profiles of soon-to-launch ships are available in our Cruise Countdown at cruising.org



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The SPECIALIST CRUISE Collection

CLIA members are invited to join our dedicated "Specialist Cruise Collection" LinkedIn Group - created for CLIA travel agents who wish to keep engaged with Specialist Cruise trends and insights, and keep up to date with Expedition, Ultra-Luxury, River and Yacht & Sail cruise.

Expedition Cruising



River Cruising



Ultra-Luxury Cruising



Yacht & Sail Cruising



IRISH AGENT ADVISORY COUNCIL (IAAC) MEETINGS

Our thanks to both Seabourn and Azamara Cruises who have hosted our Irish Agent Advisory Council (IAAC) onboard their ships in Dublin this April (Seabourn Venture) and July (Azamara Onward) for our quarterly meetings. Attendees from the IAAC group were also treated to a full ship tour and lunch, and we look forward to many more!

CRUISE PLUS

Choosing *Cruise Plus* gives you and your customers access to the ultimate in cruise and stay adventures across ocean, luxury, expedition and river cruising

We are the experts in tailor-made cruise and stay holidays. We work with over 36 renowned cruise lines, a huge selection of airlines, 43 trusted touring companies and have a portfolio of over 100,000 hotels, allowing us to create cruise and stay itineraries unique to every guest.

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CLIA MEMBERSHIP

NIKOLA DALE



As we reflect on 2024, I am delighted to share another remarkable year of growth and achievement in our CLIA community.

Our continual growth in agent engagement has reached new heights, with a 15% increase in active profiles and steady growth in daily platform usage. These numbers reflect your incredible commitment to professional development and industry excellence.

In terms of accredited achievements in 2024, we are proud to welcome:

- 241 newly Accredited agents
- 348 new Ambassadors
- 87 new Masters

These figures are still growing, and we would expect to end the year with an overall 51% average increase in Accredited agents from 2023.

Whilst celebrating these achievements, I would also like to highlight the new resources we launched in 2024, including:

- **New Interactive Itinerary Experience Factsheets**
- **New Virtual Ship Tour videos**
- **New agent opportunities listed on the CLIA Recommends Page**

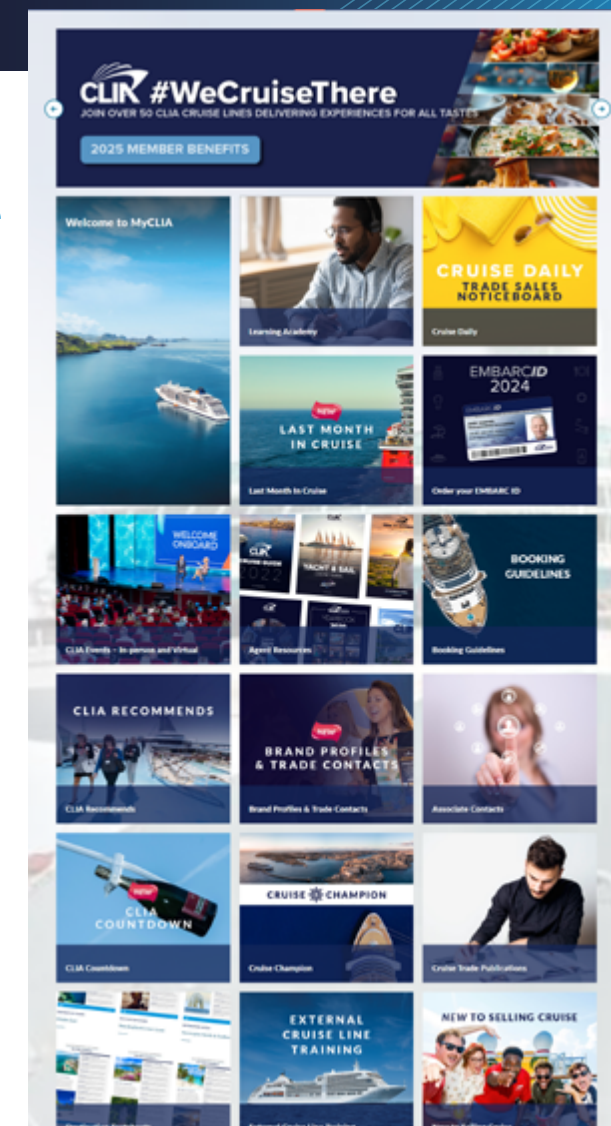
Your feedback on these additional resources has been amazing and we are looking forward to providing you with more useful tips and information to help you continue to grow your cruise sales. Looking forward to 2025, our mission to unite the cruise industry and provide resources to inform, educate and inspire continues to strengthen, thanks to your active participation and dedication.

We look forward to another year of growth in the industry and I look forward to reporting on our new CLIA River and Expedition Champions throughout 2025.



I will be encouraging all of you throughout the year to make even more of your CLIA membership in 2025 with updates on webinars, events and all the relevant cruise news.

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FLAGSHIP EVENTS

2025

CLIA
RIVERview
CONFERENCE 2025

Budapest

CLIA RiverView Conference 2025

8 - 10 March 2025
Budapest, Hungary

The 2025 CLIA RiverView Conference will take place from Saturday 8 – Monday 10 March in Budapest, Hungary, returning to the Danube river. A total of 6 river cruise operators will have ships moored in Budapest and available for agents to visit across two days.

CLIA
CONFERENCE 2025
SOUTHAMPTON

CLIA Conference 2025

21/22 – 24 May 2025
Southampton, UK

The conference, the largest annual travel agent event of its kind in Europe and the 17th to take place, will include ship visits, conference sessions, a trade fair and a celebratory Sailaway Party. 2025 will see two optional pre-Conference opportunities on offer to delegates.

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MARELLA
CRUISES

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TUI
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Explore Europe and beyond on a river cruise

Our adults-only river cruises drop anchor at more than 55 destinations, with flexible durations from three to 16 nights.

Plus, in case you haven't heard, we've recently announced two new ships in our fleet. There's TUI Bahareya, setting sail along the River Nile in winter 2025, and TUI Ria, which will join our European fleet in summer 2026.

Customers can choose from more than 100 shore experiences, and with a maximum of 190 guests onboard, they can relax knowing they'll get a tailored service. In summer 2024, our guests rated our onboard service 9.36 out of 10. Aside from the high quality, customers can expect great value, too – Full Board Plus comes as standard, and onboard tips and service charges are included.



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TUI River Cruises is one of the only TUI products to offer price parity, so your customers won't find the same cruise cheaper anywhere else.



Please see www.tui.co.uk/cruise or the relevant brochure for full booking terms and conditions that apply. Some of the flights and flight-inclusive holidays are financially protected by the ATOL scheme. But ATOL protection does not apply to all holiday and travel services listed that we offer. Our website and brochures will provide you with information on the protection that applies in the case of each holiday and travel service offered before you make your booking. If you do not receive an ATOL Certificate, the booking will not be ATOL protected. If you do receive an ATOL Certificate but all the parts of your trip are not listed on it, those parts will not be ATOL protected. Please see our booking conditions for information or for more information about financial protection and the ATOL Certificate go to: www.caa.co.uk. Marella Cruises Limited are members of TUI Group. Registered Office: Wignore House, Wignore Lane, Luton, LU2 9TN. Registered in England, for Marella Cruises Limited No: 12562788. ABTA No: Y6722 and ATOL No: 11878.



CONGRATULATIONS

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Katy Savvides - 2001 Travel

Alison Woodrow - Addison Travel Ltd

Dana Kadarova - Ahoy Family Travel

Gail Albert - All Aboard Ship Ahoy

Helen Easton - Art of Travel Group Ltd

Jane Middleton - Authentic Travel Company

Alison Wright - AW Travel

Rebecca Ostridge - Baldwins Travel (Maidstone)

Wendy Sharp - Baldwins Travel (Maidstone)

Donna Read - Baldwins Travel (Tonbridge)

Kate Hilton - Baldwins Travel (Uckfield)

Thomas Henderson - Barrhead Travel (Livingston)

Katherine Doyle - Bawtry Travel

Sarah Endres - Brighter Days Travel UK

Andrea Dixon - Broads Travel (Sutton Coldfield)

Beverley Boulton - Broads Travel (Sutton Coldfield)

Vicky Lewis - Century Travel (Paphos)

Zoe Lee - Century Travel (Paphos)

Gaynor Davies - Chester Travel Connection

Kate Chamberlain - Cloudberry Travel

Emma Gibson - Club Voyages

Susan Taylor - Club Voyages

Barbara James - Cruise & Travel Holidays

Elaine Truesdale - Cruise Beyond (Oasis Travel)

Jennifer Ford - Cruise Beyond (Oasis Travel)

Shell Garlick - Cruise Circle

Nicola Krzysiak - Cruise Circle

Seth Hayward - Cruise Circle

Becky Sadoo - Cruise Club UK

Kathy Taylor - Cruise Lowdown

Justine Marsh - Cruise Nation

Amy Wright - Cruise Select

Iliyan Ivanov - Cruise.BG Premium

Rebecca North - Cruise.Co.Uk

Neil Torbell - Cruise118

James Pettitt - Curated Escapes Ltd

David Tewkesbury - D4B Travel

Lisa Naylor - Dart Travel

Toni Sharp - Designer Travel UK

Leanne Hennigan - Dragon Travel

Sarah Walker - Egoli Travel

Marie Violette Moutia - Elite Global Travels

Stavakis Demou - Enchanted Escapes

Gill Holden - Escape with Gill

Tracey Weller - Experience It Now Travel

Deborah Gannon - Explorer Travel Site

Sharde Blond - Flight Centre (Ballito Junction)

Anishka Naidoo - Flight Centre (Ballito Junction)

Collin Khomo - Flight Centre (Ballito Junction)

Tegwen Winkler - Flight Centre (Blue Route Mall)

Lindy Post - Flight Centre (Brooklyn Mall)

Michele Isaacs - Flight Centre (Canal Walk)

Francis Croker - Flight Centre (Constantia)

Martin Nel - Flight Centre (Constantia)

Taahir Abrahams - Flight Centre (Constantia)

Tertius Gericke - Flight Centre (Constantia)

Bonita Lombard - Flight Centre (Gateway)

Akira Boodhananan - Flight Centre (Gateway)

Leisle Timol - Flight Centre (Gateway)

Marilese Pillay - Flight Centre (Gateway)

Hagashni Singh - Flight Centre (Gateway)

Krystal Govender - Flight Centre (Gateway)

Nicholas Botha - Flight Centre (Hillcrest)

Jason Van Der Merwe - Flight Centre (Hillcrest)

Sumayah Cassim - Flight Centre (Hilton)

Brooke Casteling - Flight Centre (Hilton)

Lerissa Govender - Flight Centre (Hilton)

Megan Prinsloo - Flight Centre (Kimberley)

Genevieve Mahomed - Flight Centre (La Lucia)

Kumeshni Naidoo - Flight Centre (La Lucia)

Theresa Leclezio - Flight Centre (La Lucia)

Lori Bernstein - Flight Centre (Nicolway)

Rowan Ferreira - Flight Centre (Nicolway)

Lauren Diedericks - Flight Centre (Paarl)

Christina Hayes - Flight Centre (Paarl)

Lynette Van Rooy - Flight Centre (Paarl)

Schalk Van Heerden - Flight Centre (Paarl)

Charlene Krog - Flight Centre (SA Head Office)

Ryan Van Der Merwe - Flight Centre (SA Head Office)

Fredrik Bornman - Flight Centre (Sandton)

Lizelle Henning - Flight Centre (The Glen)

Precious Mashabela - Flight Centre (The Glen)

Lizani De Waal - Flight Centre (The Glen)

Keshia Smith - Flight Centre (Village Square)

Brendan Jennings - Flight Centre (Village Square)

Cathryn Mcewan - Flight Centre (Walmer Park)

Christelle Botha - Flight Centre (Walmer Park)

Fiona Bezuidenhout - Flight Centre (Walmer Park)

Jolene Coetzee - Flight Centre (Walmer Park)

Kristen Peo - Flight Centre (Woodlands)

Mary Post - Flight Centre (Woodlands)

Rudie Conlon - Flight Centre (Worcester)

Sue Horsepool - For Sure Travel

Trevor Ridler - Fred Olsen Travel (Eastbourne)

Gill Simpson - Gill's One Stop Travel Shop

Eleri Smith - Global Travel Worldwide Limited

Richard Sharp - Go cruise

Martin Hay - Go Cruise

Kevin & Ann Booth - GoCruise

Craig Gibson - GoCruise

Sharon Allen - GoCruise

Jane Bowen - GoCruise

Helen Worthington - GoCruise

Helen Smith - GoCruise & Travel

Tina Hammond - GoCruise

Daniel Hammond - GoCruise

Barry Allaway - GoCruise with Barry

Mark Henderson - Gold Medal Travel

Laura-Jane MacKinnon - Gold Medal Travel

Nina Farrington - Gold Medal Travel

David Steven - Gold Medal Travel

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Jane Davey - H E A Travels

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Janet Merrins - Hays Travel (Perth)

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Mollie Ince - Hays Travel (Rochdale)

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Nick Markham - Hays Travel PTC

Stephen Hudson-Dale - HD Holidays Ltd

Briony Horkan - Holiday with Harte

Alexandre Schwager - Hupla Group Ltd

Sarah Hook - Iglucruise.com

Kerry Hewitt - Iglucruise.com

Iain Lunt - Iglucruise.com

Denise North - Inteletravel

Trevor Woolmore – Inteletravel

Nobengazi Qayiso – Inteletravel

Elaine Meyrick - Inteletravel

Jan Cross - ITE Travel

Lorraine Hales - iTravel by Lorraine

Kirsten Pritchard - The Cruise Specialists

Russell Adamson - The Cruise Specialists

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Keren Seymour - Kerenworld...For Everything Travel

Carol Kirkham - Kirkham Travel

Kelly-Marie Ni Cheallaigh - KM Travel Group

Gemma Smith - Little Pickle Travel

Corinna Ball - LoveltBookIt.com

Amanda Spencer - Mandys_Travel4U

Tom Britton - Marble City Travel Ltd

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Paul Dobson - Merlin Travel

Lynn Starkie - Midcounties Cooperative Travel PTA

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Laura McPhillips - Not Just travel

Toni Maya - Not Just travel

Matt Phillips - Not Just Travel

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Simon O'Neill - Oasis Travel (Holywood)

Richard Ignatowicz - Pole to Pole Travel Experiences

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Tom Gedling - Pops Travel

Lizzi Schrecklinger - Project Paradise

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Alison Smirthwaite - PTS (Just travel)

Debbie Carmichael - PTS (Just Travel)

Mel Beeley - PTS (Just Travel)

Nadine Cahill - PTS (Just Travel)

Lynda Cooper - PTS (LV Prestige Travel)

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Tony De Vinci - PTS (The DeVinci Lifestyle)

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Robert Huish - Rob's Travel Adventures

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Leanne Shakespeare - Shakespeare Travels

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Scott Weston - smw75travel

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